

Property Maintenance Transfer Cases Codes & Regulations

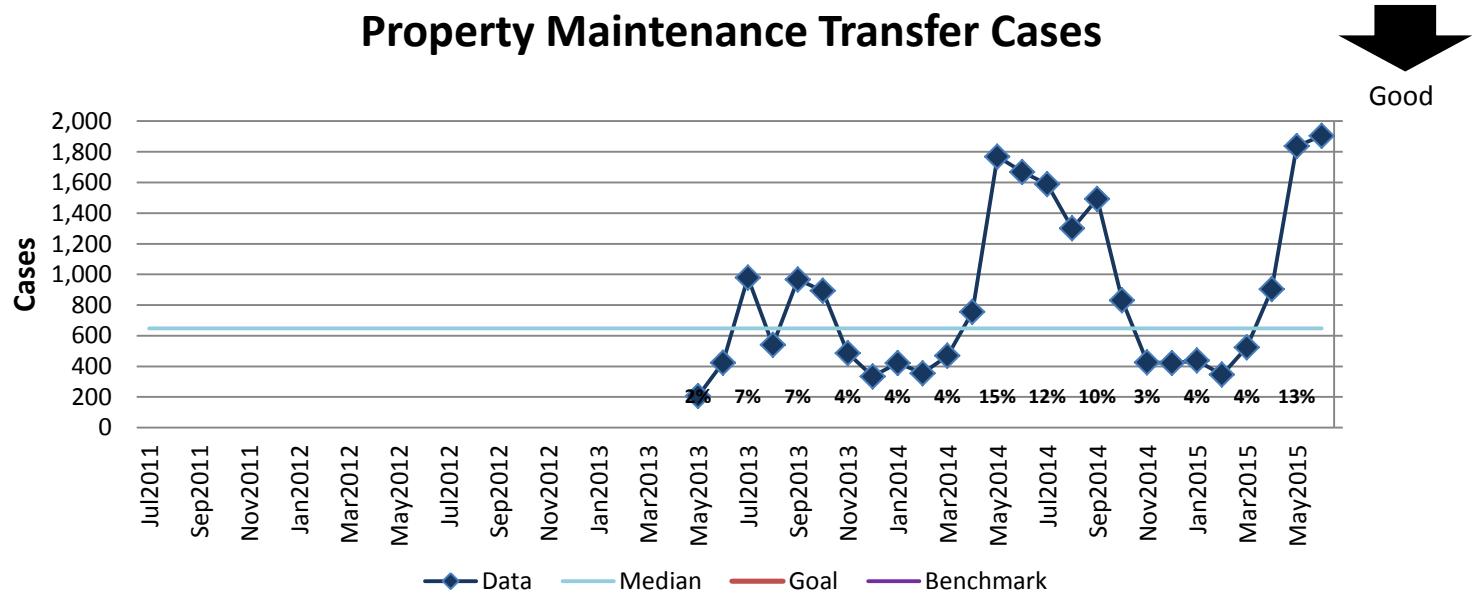


KPI Owner: Wesley Barbour, Philip Crowe, Dennis Martin

Process: Property Maintenance

| Baseline, Goal, & Benchmark | | Source Summary | Continuous Improvement Summary | |
|--|------------------------------------|-----------------------|---|----------------|
| Baseline: FY 2014 803 Transfer Cases Per Month | | Data Source: Hansen | Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal | |
| Goal: TBD | | Goal Source: TBD | Measurement Method: The number of transfer cases on already open cases | |
| Benchmark: TBD | | Benchmark Source: TBD | Why Measure: Measure the quantity of cases that must be reinspected prior to the inspection due date due to another citizen call on an already in process property. Next Improvement Step: TBD | |
| How Are We Doing? | | | | |
| Jul2014-Jun2015 12 Month Goal | Jul2014-Jun2015 12 Month Actual | | Jun2015 Goal | Jun2015 Actual |
| TBD | 12,008 | | TBD | 1,904 |
| Cases | Cases | | Cases | Cases |

Property Maintenance Transfer Cases



Root cause analysis is not applicable for an input/demand for service measure.